

## Client Feedback Policy

<b>Approving Authority:</b>	General Manager
<b>Approval Date:</b>	March 2021
<b>Policy Owner:</b>	Director Service Delivery
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<b>Document Location:</b>	SharePoint – Company Information/Client Policies
<b>Description:</b>	This policy sets out the principles, objectives and responsibilities for Therapy Pro's response to client feedback.

### Related Documents

- *Client Feedback Form;*
- *Client Feedback Procedure;*
- *Abuse Harm Neglect Exploitation and Discrimination Management and Reporting Policy;*
- *Abuse Harm Neglect Exploitation and Discrimination Management and Reporting Procedure;*
- *Incident Report (eForm);*
- *Feedback Register;*
- *Continuous Improvement Register;*

### Definition

Feedback – either a compliment, complaint, or suggestions about improving services - is information provided by clients to Therapy Pro, so the organisation can adjust and improve its current and future processes for better client service and outcomes.

### Preamble

Therapy Pro is committed to giving clients easy and accessible mechanisms to provide and resolve client feedback; including providing clients information about providing a compliment, their right to make a complaint, or to suggest improvements about the services they receive.

## Policy Statement

Therapy Pro handles and resolves all client feedback in a confidential, fair, and timely manner. Feedback includes providing a compliment, making a complaint, or suggesting ways in which Therapy Pro may improve services. Therapy Pro staff give clients information about the feedback process and support clients to provide feedback.

Therapy Pro encourages clients to give feedback to the therapist that typically works with them, or where a client feels more comfortable to do so, they can provide feedback to another member of Therapy Pro staff. Feedback can be submitted in writing or provided verbally to Therapy Pro staff and may be made anonymously where required. Therapy Pro is committed to ensuring an accessible complaints process, that supports natural justice and procedural fairness to all persons with no reprisals or detriment from providing such feedback. Clients who wish to make a complaint, have the right to be supported by a friend, an advocate, an interpreter, or a community elder.

## Policy Objectives

The purpose of this policy is to provide clients an opportunity to give Therapy Pro feedback, and to support Therapy Pro to review and improve how services are delivered. Where a matter is unable to be resolved between the organisation and the client, Therapy Pro will ensure that the relevant information (about escalating an issue to relevant authorities who can deal with complaints) is provided. Therapy Pro will document all feedback received in the feedback register, so that the information provided by clients can be reviewed and the organisation can continuously improve processes and procedures to ensure quality services are provided.

## Responsibilities

All Therapy Pro staff are responsible for:

- Explaining how a client can provide feedback to the organisation;
- Responding to clients in the method they request (phone contact preferred) by listening carefully to the feedback, clarifying the nature of the matter for feedback, and discussing with the client how they would like it resolved;
- Identifying and recording if feedback is a compliment, complaint, or service improvement on the feedback register within 48 hours of receiving the information from a client;
- Reporting all complaints to the General Manager as soon as possible - except where feedback is regarding a potentially of a criminal nature (for example abuse, harm, or neglect) which must be escalated to the General Manager immediately upon receipt of the information;
- Providing information to clients about how they can escalate a complaint within Therapy Pro, ensuring the client has a right of reply, if they are unhappy with Therapy Pro's response (for example, to the General Manager or Managing

Directors)

- Providing information about the how clients can escalate a complaint, if they are unhappy with Therapy Pro's response following escalation to General Manager or Managing Directors, or at any time as required (for example, the relevant authorities such as the relevant state's justice department), as follows:

People with disability who are participants of the National Disability Insurance Scheme (NDIS) can raise issues directly with the NDIS by:

Phoning: 1800 035 544 (free call from landlines)

or TTY 133 677

Interpreters can be arranged

National Relay Service and ask for 1800 035 544.

Completing a complaint contact form at:

<https://www.ndiscommission.gov.au/about/complaints>

## Monitoring and Reporting

- Therapy Pro records all compliments, complaints, and feedback on a feedback register, to support the organisation to review and continuously improve its procedures, processes, and services;
- The feedback register is updated as feedback is received. Every three months the register will be reviewed. Therapy Pro will develop actions to implement changes and improvements will be taken. Feedback provided to Therapy Pro will be considered for improvement opportunities and added to the Continuous Improvement Register as relevant; and
- Complaints regarding Therapy Pro staff and services are followed up Director Service Delivery within ten (10) working days, except where feedback is regarding a potentially criminal nature (for example abuse, harm, neglect) which the General Manager will follow up immediately with relevant authorities.